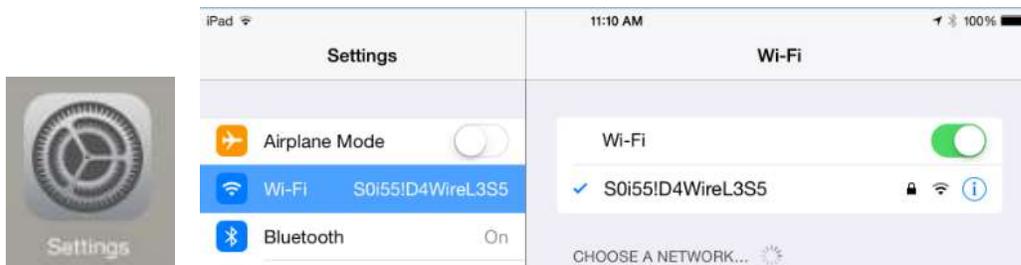


## 1. Citrix Receiver Setup for INDOT iOS Devices (iOS 8)

Please note step 1 in particular as you will not be able to add a Citrix Receiver account unless you are at an INDOT campus location and connected to the SOI Wireless network.

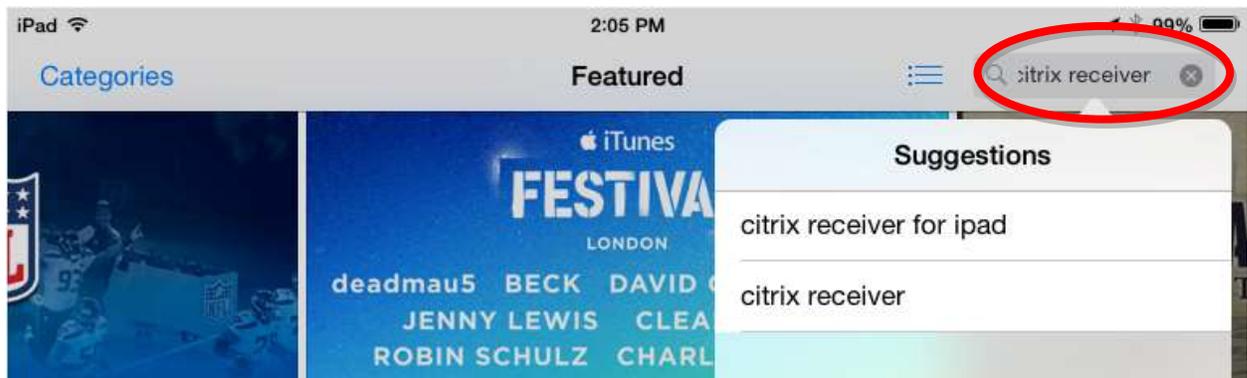
1. Verify that you're connected to the SOI Wireless connection (SOI55!D4WireL3S5) connection at an INDOT location, these instructions will not work at off campus locations.



2. Navigate to the App Store icon on your iPad homescreen.



3. In the Search field on the upper right, type in Citrix Receiver (not case sensitive).



4. Select Citrix Receiver for iPad from the list of available results.



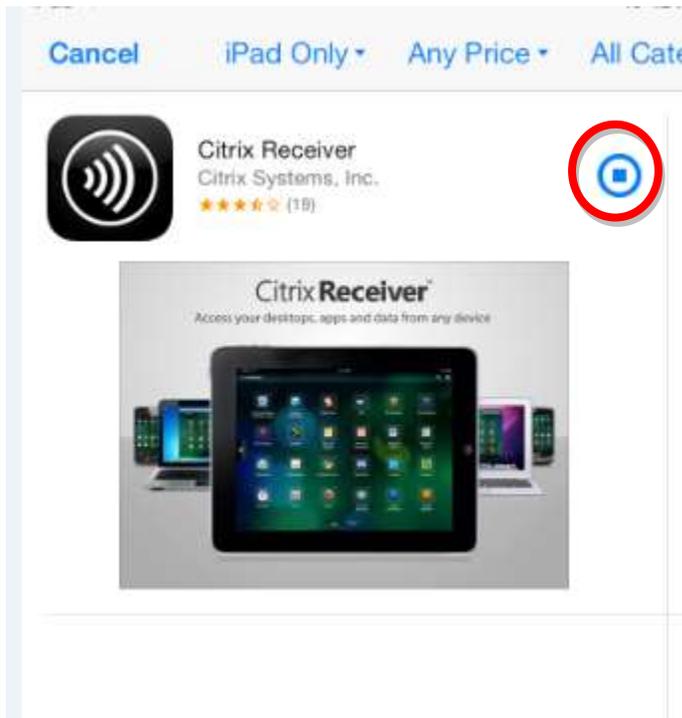
5. Download the application by selecting Free/Cloud Icon next to the Citrix Receiver entry. This icon will be a Cloud with arrow as shown if you've previously downloaded the application. In the event you haven't this icon will be replaced with text showing "Free".



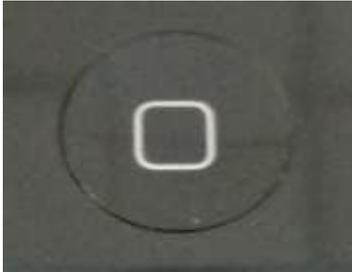
6. If needed, enter your AppleID and password. In the event you don't have an AppleID, proceed to create one using your @indot.in.gov email address. This however should have been completed when you received your device.



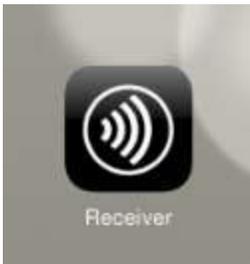
7. The download will proceed and the application will be installed. The download status is denoted by the circle with the square inside. This will change to text listing "Open" as the option.



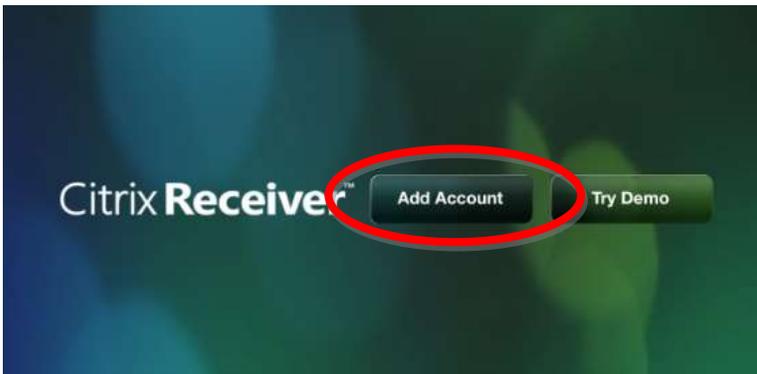
8. Select the home button on your device.



9. Locate the Citrix Receiver icon on one of home screens and start the application by tapping on it.



10. With Citrix open, select the Add Account option.



11. In the New Account screen, enter <https://mycitrix.in.gov> in the Address field, select next when complete.

**Verifying...**

**Address** mycitrix.in.gov

**Use Smartcard**

12. The Citrix Receiver will then contact the IOT Citrix Servers and verify your connection. You will then have to enter your username, password (optional) and domain. It's suggested that you use your @indot.in.gov email address.

**Cancel** **Verified** **Save**

**Address** http://mycitrix.in.gov

**Description** My Virtual Apps

**Username** [redacted]@indot.in.gov

**Password** Optional

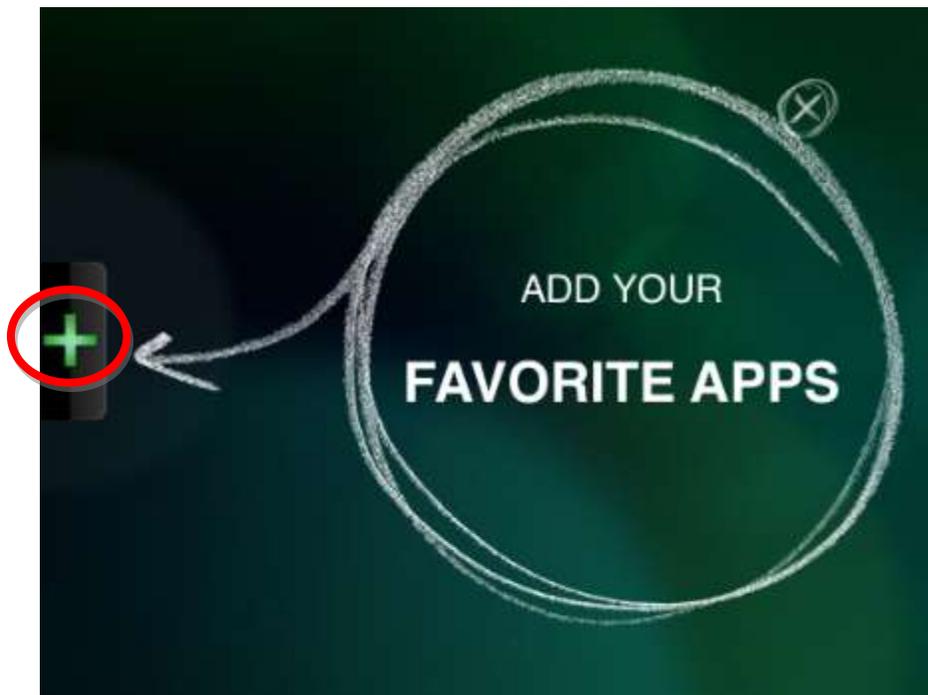
**Domain** dot

13. Once you select save, you will then be prompted to re-enter your username and password. Again, use your @indot.in.gov email address, and your network password to complete the connection.

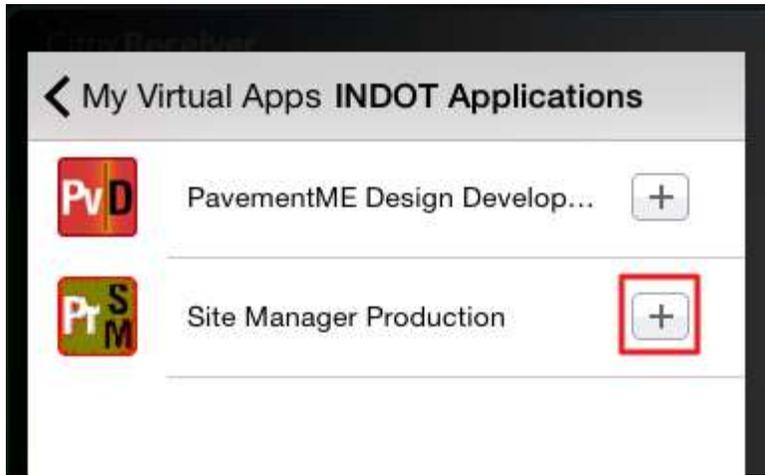


The screenshot shows a dialog box titled "Log On to Citrix Receiver". At the top, there are three buttons: "Cancel" on the left, "Log On" on the right, and the title "Log On to Citrix Receiver" in the center. Below the title bar, there are two input fields. The first is labeled "Username" and contains a masked email address ending in "@indot.in.gov". The second is labeled "Password" and contains the text "Password".

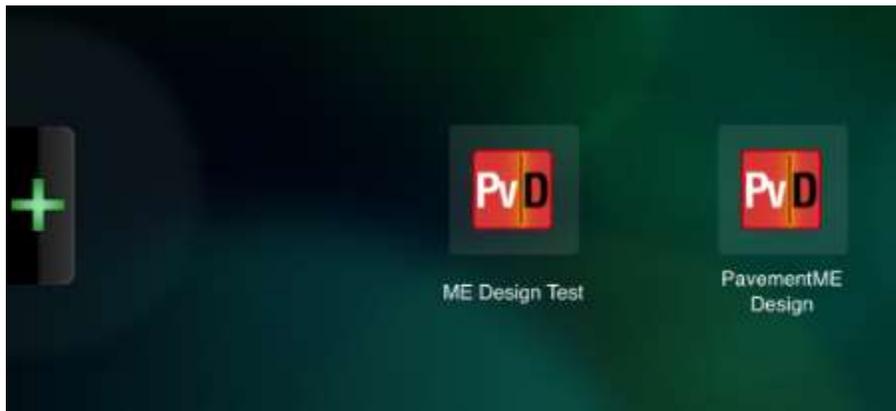
14. Once logged in, you can add your applications to the Citrix screen. Select the + symbol on the left side of the screen.



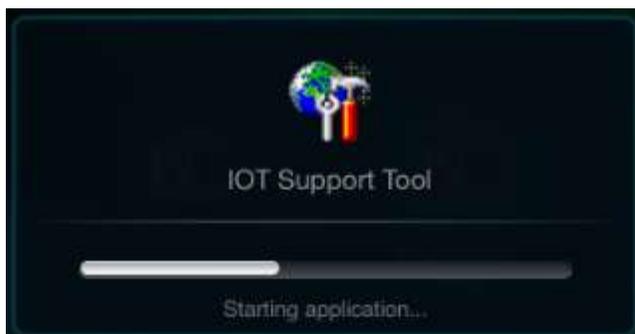
15. Depending on the Citrix applications you have available, your folders will vary in what's available to access. To add your applications, navigate to the appropriate folder in the In Virtual Apps folder tree. Select the + symbol next to the application to add it to your screen.



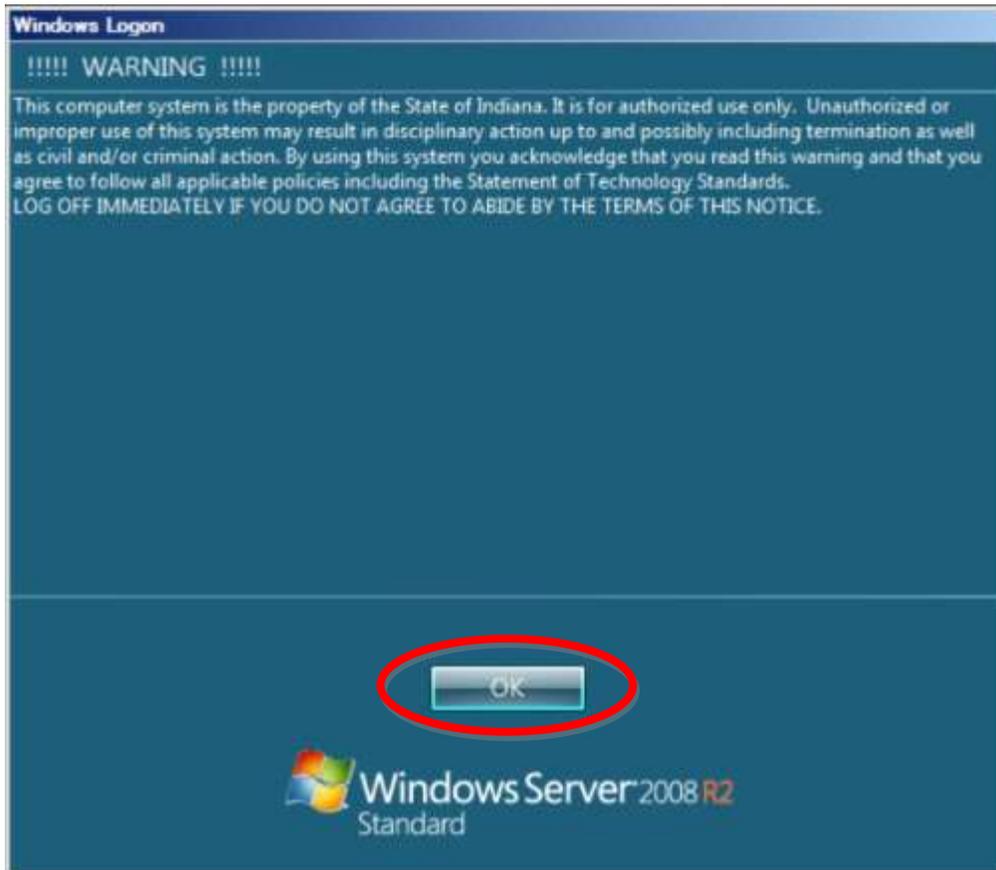
16. At this time, you can set the flyout for the applications back to the side by tapping on the arrow that replaced the + symbol. Your Citrix screen will then show the applications you added.



17. You can then start the applications by tapping on their icon. You will see the application start up similar to the following.



18. Depending on the application you may have to confirm the resource usage agreement, select OK to proceed to your application.



19. At this time, your application will start up. To interact with your application such as the keyboard, mouse functions, etc. select the arrow at the top of the screen. This will provide the following toolbar to use these tools.



## 2. Citrix Receiver Troubleshooting

In the event users are having difficulty seeing all their available Citrix Application, it may be necessary to remove their Citrix account from the Citrix Receiver and re-establish the connection to the Citrix Servers. This document steps through the account removal process.

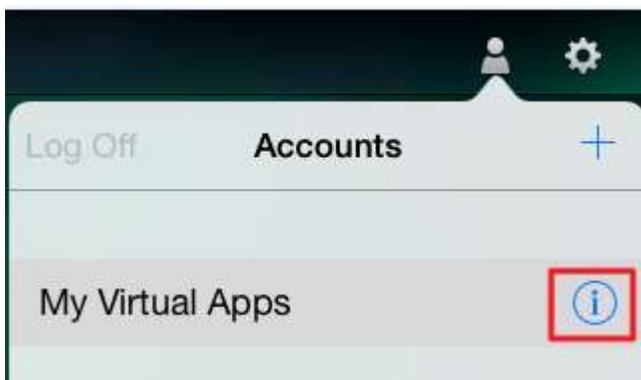
1. Navigate to the Citrix Receiver icon on your iPad homescreen.



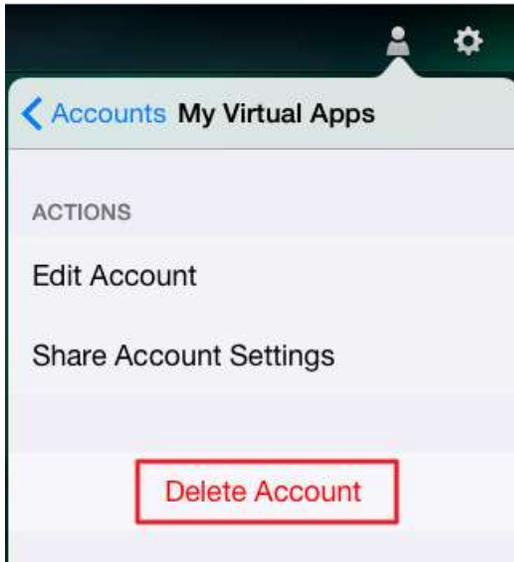
2. With Citrix Started, select the Accounts icon in the upper right corner, next to the Settings icon.



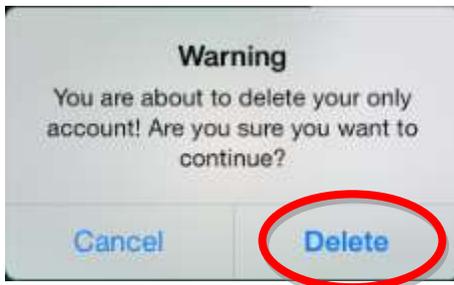
3. On the Accounts list, select the info button on the My Virtual Apps listing.



4. On the My Virtual Apps panel, select the Delete Account option.



5. When prompted, confirm that you want to delete the Account.



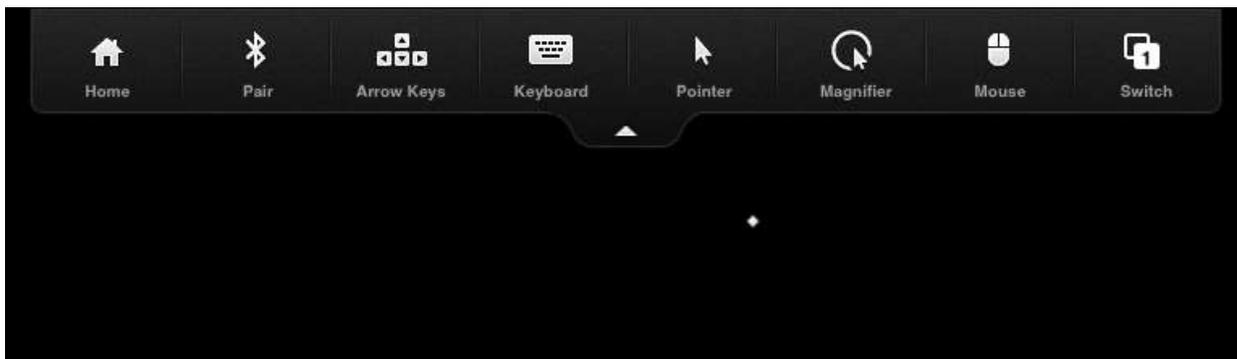
6. Upon completion of the account removal, power down the device completely.
7. Restart the device and perform the Citrix Receiver setup instructions from Section 1 of this document.

### 3. Citrix Apps Do Not Start Immediately

Should apps in Citrix no longer start up immediately, an alternate process may be employed to start these applications. Note that this process works most of the time; however it may need performed once or twice in order for the Citrix Apps to start due to timeout issues.

This issue most often occurs when it appears that the Citrix Receiver shows only a black screen after starting an application and appears to be hung up. When this occurs, the following should be employed.

1. The Citrix Receiver will show a black screen with no prompt to continue the login. Normally it will show up after a brief delay, however in some instances it can be sped up by tapping anywhere in the black area of the screen.



2. In most instances, this will cause the IOT Usage Agreement prompt to start up, at which time OK can be selected.



3. At this time, one of two things may happen:
  - a. The app completes startup immediately and may be used.
  - b. The Citrix app minimizes and redisplay the home screen.
4. Should the latter happen, the app is in one of two states
  - a. An App without a blue notification dot under the icon has closed and will need restarted.
  - b. An App with the blue notification dot below the icon is still functioning and starting up.



5. Again in the latter situation, the app is currently completing its startup process. When this completed, Citrix will prompt with the following notification. Selecting Show App will show the app at which time it may be used normally.



#### 4. Using Citrix Receiver without a logon Profile

As an alternate method of accessing Citrix without setting up a logon profile within the Receiver app, it's possible to access Citrix via [mycitrix.in.gov](https://mycitrix.in.gov) similar to how it's used on a Desktop/Laptop PC. This method is useful as part of troubleshooting, or when you have apps that appear to hang as noted in the previous section.

To access Citrix without a logon profile in the Receiver app:

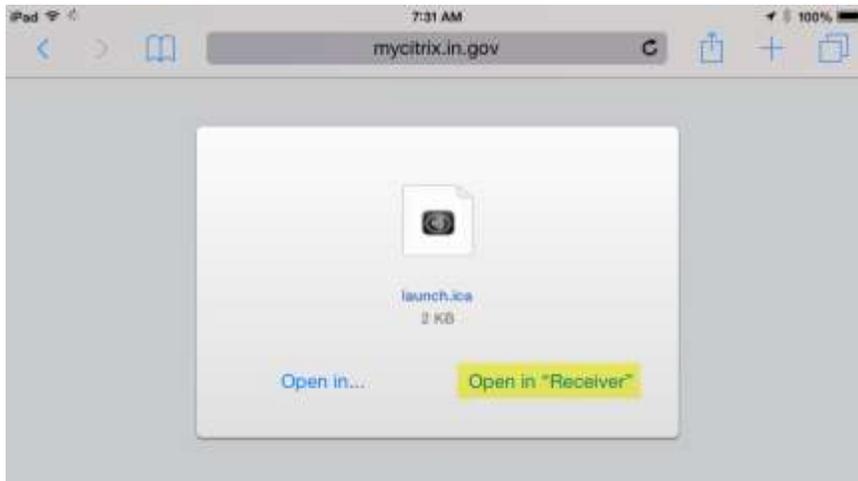
1. Navigate to <https://mycitrix.in.gov> in Safari.
2. Type in your username and password, the username can either be your INDOT email address or dot\username.



3. Navigate the folders and select the app you'd like to start.



4. When presented the launch.ica file, select the Open In Receiver option.



5. At this time, the app will open normally in Citrix Receiver and be ready for use momentarily.